Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

	Top Number - Total Incidents	
	Bottom Number - First Contact Resolution	
Customer Company	**Low**	**FCR Total**
Human Resource Management	74	74
	38	38
Customer Company Total	74	74
	38	38

Human Resource Management

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Human Resource Management	74 5	74 5
Customer Company Total	74 5	74 5

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Human Resource Management	74 0.20	74 0.20
Customer Company Total	74 0.20	74 0.20

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Human Resource Management	74 1	74 1
Customer Company Total	74 1	74 1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Average time in hours**	
	Low	ATTR Total
Human Resource Management	74 0.73	74 0.73
Customer Company Total	74 0.73	74 0.73

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Detail

Incident	Name	Type	Category	Product	TIR Missed	TIR	TTR Missed	TTR
INC000000193438	Paul Morley	Application	None	Adobe Acrobat 9.0 Pro	TIR Missed: No	TIR: 0.81		
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed		TTR Missed: No	TTR: 3.07
INC000000196168	Larene Wyss	Application	Error	None	TIR Missed: No	TIR: 0.15		
	Voice Operations	Pete Gall	Human Resource Management	Low	Closed		TTR Missed: No	TTR: 0.15
INC000000197423	Tisha Littlewood	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.05		
	Metro B Desktop Support	Annice Valdez	Human Resource Management	Low	Closed		TTR Missed: No	TTR: 4.64
INC000000198201	Trina Monroe	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.63		
	Rural South Desktop Support	Scott Jesienouski	Human Resource Management	Low	Closed		TTR Missed: No	TTR: 0.63
INC000000198740	Tina Sweet	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.34		
	Metro B Help Desk	Brent Wishart	Human Resource Management	Low	Closed		TTR Missed: No	TTR: 2.93
INC000000199058	Enid Bourgeois	Network	Incident	None	TIR Missed: No	TIR: 0.00		
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000199105	Billie Conder	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00		
	Rural South Desktop Support	Joel Finlinson	Human Resource Management	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000199150	Nancy Bauman	Network	Incident	None	TIR Missed: No	TIR: 0.09		
	Metro B Help Desk	Sandy Kaszowski	Human Resource Management	Low	Closed		TTR Missed: No	TTR: 0.15
INC000000199163	Paul Edlefsen	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.00		
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR: 0.23
INC000000199195	Paul Edlefsen	Application	Error	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.25		
	Metro B Desktop Support	Tom Hanson	Human Resource Management	Low	Closed		TTR Missed: No	TTR: 3.21
INC000000199212	Nancy Bauman	Application	Error	None	TIR Missed: No	TIR: 0.00		
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000199655	April Nicholls	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.63		
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed		TTR Missed: No	TTR: 3.17
INC000000199801	April Nicholls	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	TIR: 1.70		
	Help Desk	Eileen Dubach	Human Resource Management	Low	Resolved		TTR Missed: Yes	TTR: 11.25
INC000000200161	Debbie Martinez	Network	Error	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.35		
	Metro D Desktop Support	Philip Henderson	Human Resource Management	Low	Closed		TTR Missed: No	TTR: 1.04
INC000000200463	Patricia Barrett	Telecom	Hardware	None	TIR Missed: No	TIR: 0.10		
	Voice/Data/WAN Services	Mike Johnson	Human Resource Management	Low	Closed		TTR Missed: No	TTR: 0.19
INC000000200790	Angie Lythgoe	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00		
	Metro D Help Desk	Jed Patrick	Human Resource Management	Low	Closed		TTR Missed: No	TTR: 0.00

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INC000000200846	Angie Lythgoe	Application	Error	Acrobat Reader		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Jed Patrick	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000200906	David Kitchen	Network	Password	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Ron LeBaron	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000200975	Debbie Martinez	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Philip Henderson	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.81
INC000000200975	Debbie Martinez	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Philip Henderson	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.81
INC000000201506	Linda Trujillo	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR:	2.13
	Metro D Desktop Support	Philip Henderson	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	2.58
INC000000201644	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201780	Tina Sweet	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.05
	Metro B Help Desk	Gavin Barney	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000201870	Judith Price	Telecom	Feature	None		TIR Missed: No	TIR:	0.24
	Voice Operations	Lois Schow	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.39
INC000000201886	April Nicholls	Telecom	Feature	None		TIR Missed: No	TIR:	0.12
	Voice Operations	Lois Schow	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000201983	Daniel Thompson	None	None	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202167	Terry Twitchell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.04
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.43
INC000000202168	Kelly Chinn	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro C Desktop Support	Cindy Romrell	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202169	Terry Twitchell	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.17
	Voice Operations	Lois Schow	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000202194	Terry Twitchell	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.57
INC000000202250	Karen Heaton	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Denise Wardle	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000202390	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000202394	Sandra Johnston	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.04

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INC000000203763	Michelle Imperiale	Network	None	None		TIR Missed: No	TIR:	0.19
Metro D Desktop Support	Doug Brown	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.19
INC000000204000	Lyndrea Wheeler	Application	None	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000204001	Lyndrea Wheeler	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000204014	Lyndrea Wheeler	Application	None	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000204015	Lyndrea Wheeler	Application	None	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000204372	Carmen Nichol	None	None	None		TIR Missed: No	TIR:	0.47
Metro C Desktop Support	Sean McMillan	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	2.94
INC000000204804	Alan Owens	Network	Performance	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000205030	Cleo Bird	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000205208	Paula Nelson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000205224	Paula Nelson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000205241	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000205246	Sandra Johnston	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000205261	Jeannette Raymond	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR:	1.02
Metro C Desktop Support	Sean McMillan	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	1.25
INC000000205293	Monica Jimenez	None	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro C Desktop Support	Tyson Wall	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000205796	Sharyn Weiser	None	None	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000206532	Jeri Lea Buckley	None	None	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Metro C Desktop Support	Shane Squire	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000206937	Linda McCaffery	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Randy Graham	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	0.00

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INC000000207125	April Nicholls	EIS Hardware	Printer	None			TIR Missed: No	TIR:	0.44
Diebold		Dennis Rogers	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	4.22
INC000000207457	Jamie Boyle	Telecom	None	Telephone			TIR Missed: No	TIR:	0.28
Voice Operations		Lois Schow	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	0.41
INC000000207562	Shannon Casias	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.64
Capitol Desktop Support		Brian Bintz	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	1.39
INC000000207865	Carmen Nichol	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.02
Metro C Desktop Support		Hal Wold	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	0.96
INC000000208550	Tami Hart	Application	None	None			TIR Missed: No	TIR:	0.46
Metro A Desktop Support		Robert Wall	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	0.68
INC000000208590	Judith Price	Application	None	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
Metro D Help Desk		Doug Brown	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000209378	Bart Olsen	Telecom	Call/Receive	None			TIR Missed: No	TIR:	0.00
Help Desk		Vicky Marrelli	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000209381	Terry Haywood	Print/Copy/Scan/Fax	Error Code	None			TIR Missed: No	TIR:	0.00
Metro C Desktop Support		Brian Bobo	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000209737	Terry Haywood	Application	Error	Utah Highway Patrol Mobile App			TIR Missed: No	TIR:	0.00
Metro C Help Desk		John Robinson	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000210108	Bart Olsen	Network	Incident	Novell Client for 32-bit Windows			TIR Missed: Yes	TIR:	1.83
Capitol Desktop Support		Brian Bintz	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	2.47
INC000000210146	Jeri Lea Buckley	Telecom	Call/Receive	Telephone			TIR Missed: No	TIR:	0.15
Voice/Data/WAN Services		Craig Thompson	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	0.55
INC000000210162	Alan Owens	Telecom	Voice Mail	None			TIR Missed: No	TIR:	0.08
Voice Operations		Annette Nielsen	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	0.14
INC000000210168	Judith Price	Network	Incident	None			TIR Missed: Yes	TIR:	1.72
Capitol Desktop Support		Brian Bintz	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	1.72
INC000000210262	Alan Owens	Application	Error	Novell GroupWise 32-bit Windo			TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		John Donaldson	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000210794	Tina Sweet	Application	Error	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Jon Hager	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000210796	Tina Sweet	Network	Incident	None			TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Jon Hager	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000210822	Sandra Johnston	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	0.00

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INC000000210826	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211384	Monica Jimenez	Application	Password	None	TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Cindy Romrell	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000211511	Trina Monroe	Application	None	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000211922	Tina Sweet	Application	Error	Internet Explorer	TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212218	Carmen Nichol	PC/Laptop	Virus	None	TIR Missed:	No	TIR:	0.00
	Metro C Desktop Support	Rondal Fields	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212250	Cindy Bane	Application	None	Novell GroupWise	TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000212279	Linda McCaffery	PC/Laptop	Performance	None	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Randy Graham	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00